MEDICAID MEMO

TO: All Providers Participating in the Virginia Medical Assistance Program

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

DATE: 10/2/2007

SUBJECT: Discontinuation of Legacy Automated Response System (ARS) Access

The Department of Medical Assistance Services (DMAS) implemented a new Automated Response System (ARS) web portal called the User Administrative Console (UAC) on February 19, 2007. The UAC is an application that allows the provider to assign a Delegated Administrator for its office or facility. The UAC enables access to anyone in the provider's office or facility with a business need to access ARS information on the provider's behalf.

Effective December 3, 2007, access to the ARS will only be available to those providers registered via the new web-based UAC. Current ARS users that have not transitioned to the new web-based UAC will not be able to access the ARS after December 2, 2007. ARS users can register via UAC using their legacy Medicaid ID or their new National Provider Identifier (NPI) until DMAS mandates the use of NPI on all transactions. DMAS will provide notice prior to the mandated use of NPIs on all Virginia Medicaid transactions.

If you have not already registered through the UAC, please do so **immediately** so that you may continue utilizing the ARS functionality for real-time inquiry options such as recipient eligibility verification, two years of claim status, check status, and prior authorization status. Register now by navigating to https://virginia.fhsc.com on your Internet browser. Select the "UAC" icon in the upper right navigation and follow the instructions to register via UAC. Tutorials and Quick Start Guides for the UAC are available by clicking the "Reference" icon. Or, you may also contact the First Health Services Web Support Call Center at 1-800-241-8726 if you have any questions or problems regarding the new UAC registration process.

DMAS is conducting multiple web-based Q&A sessions on how to register via the new User Administration Console. Visit the DMAS Learning Network at http://www.dmas.virginia.gov for additional details on the new WebEx web-based training as well as other DMAS training opportunities.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers.   If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-enewsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.